

E-01345A-05-0816

ORIGINAL



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ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Deb ReaganPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 54401Date: 8/10/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: **Dave & Ann****Reed**Account Name: Dave & Ann ReedHome: (000) 000-0000Street: n/aWork:City: YumaCBR:State: AZ Zip: n/ais:AZ CORP COMMISSION
DOCUMENT CONTROL

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RECEIVED

Utility Company: **Arizona Public Service Company**Division: ElectricContact Name: For assignmentContact Phone: (602) 000-0000Nature of Complaint:

***** E-01345A-05-0816 *****

Customer sent the following e-mail to the Commission -

Hi -

We are Dave and Ann Reed and we want to object to this raise in utilities/APS for the Yuma/Foothills area. Can you please get this to right party? Thanks soooooo much.

When People are on Social Security age, it is hard to have things constantly going up in price. This is another added thing and will be a hardship on so many on limited income.

Please consider the means that some elderly people have that are not working. There must be some other way to deal with this without raising these utilities at APS.

Thank you,

Ann and Dave Reed
*End of Complaint*Utilities' Response:Investigator's Comments and Disposition:

Mr. and Mrs. Reed -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Arizona Corporation Commission

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your e-mail regarding the Arizona Public Service Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll-free at [REDACTED]

Deb Reagan
Utilities Division
AZ Corporation
End of Comments

Date Completed: 8/11/2006

Opinion No. 2006 - 54401

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2006 - 54400

Date: 8/10/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Henry**

Hughes

Account Name: Henry Hughes

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

***** E-01345A-05-0816 *****

Customer sent the following e-mail to the Commission -

To: Arizona Corporation Commission

File of Objection to APS's increase request of 19.73 Avg. rate increase and other proposed changes.

1. Some time back I received a notice that the Demand Advantage Rate that I was on would be eliminated, and a rate increase was being submitted to the AZ Corporation Commission. I voice my objection to both of the above changes.

Objections:

A. Demand Advantage Rate: When I moved into my house in 1978, and subsequently installed a Rate meter, it was at the encouragement of APS to save energy, control my power usage, and thus save on monthly bills. It was also with my understanding that as long as I lived in my house and installed the meter, the Demand Advantage Rate would remain. I think you should continue that commitment.

B. Docket E-01345A-05-0816: The askant rate increase of an average of 19.73% is entirely outrageous! My increase in Social Security is far from such an extreme number, and the cost of living nothing like the proposal. I suggest you reconsider what you are asking. What was Palo Verde suppose to do when it was built? If you need additional funds, I would suggest you start by "weeding out dead weight" and streamline your process by doing a careful review of your operation.

It is interesting, that nothing ever comes down (unless it is the price of electronics), but everything, espeically services and gasoline, goes up by leaps and bounds.

Thank you for your attention.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Henry Hughes
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Provided following e-mail response to customer -

Mr. Hughes -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Arizona Public Service Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 8/11/2006

Opinion No. 2006 - 54400

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2006 - 54425

Date: 8/11/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Mike

Moore

Account Name:

Mike Moore

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

[REDACTED]

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: Other

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/11/2006 - E-MAIL RECEIVED:

RE: Docket # E-01345A-05-0816

From: mike moore [REDACTED]

Sent: Friday, August 11, 2006 8:18 AM

To: Utilities Div - Mailbox

Subject: rate adjustment for APS utility

Mike Moore

mooreaznative@earthlink.net

EarthLink Revolves Around You.

I am sending this e-mail to let the corporation commission know that not every one who is stuck with APS utility is happy with their plans to re coop their fuel and other day to day cost in such a large amount to the consumers. Mine personally went up 38 dollars in this month just for recovery cost this is unjust i do vote and i will vote for other commissioners if the corporation commission keeps giving in to APS's line of bull. We all have to pay more for gas and other costs of day to day and i don't get to pass the cost on to someone else, this increase is so large from each consumer it is ridiculous and it is not a one time adjustment. I bet APS's profits go through the roof and they live the good life and the poor consumer's kept taking it in the shorts. Mike Moore stuck with a rip off utility company!

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/11/2006 - Email Response to Customer:

August 11, 2006

Good Morning Mr. Moore,

I am writing to acknowledge your email regarding Arizona Public Service Company and their request for approval of an Application to increase their rates.

The Arizona Corporation Commission appreciates the time you have taken to express your comments in this matter. Your comments have been noted and will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record, Docket No. E-01345A-05-0816.

The Commission will take your comments and concerns into consideration prior to rendering a decision in the Arizona Public Service Company application.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division


CLOSED

End of Comments

Date Completed: 8/11/2006

Opinion No. 2006 - 54425

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54451

Date: 8/14/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **W Richard**

Mason

Account Name: W Richard Mason

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85020

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

W. Richard Mason

[REDACTED]
Phoenix, AZ 85020

August 7, 2006

Arizona Corporation Commission
Utilities Division
1200 West Washington
Phoenix, AZ 85007-2996

Ladies and Gentlemen:

I am writing to complain about the Arizona Corporation Commission's unnecessarily consumer unfriendly and costly rules it requires my electricity provider to follow. Enclosed is a copy of the explanation of charges presented on my most recent electricity bill (the "Bill").

The Bill lists a dozen items (not including Taxes and fees) that add up to the cost of electricity used. Seven of these items are identified as currently provided by APS but may be provided by a competitive supplier. To the best of my knowledge, there is no such competitive supplier who can provide such residential services to me. Four of these items, namely Metering, Meter reading, Billing and Transmission and ancillary services, are flat fees that I have no power to affect. It seems to me that unless there is an economic environment in Arizona in which there truly are competitive suppliers, that these are costs should be included in the Basic service charge and you should stop APS from making statements pretending that I, as a consumer, have any option with regard to these costs. All the fixed charges should be lumped together with the Basic service charge until and unless there is a meaningful reason to separate them on my statement.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The Bill identifies a line item for Competition rules compliance charge. In light of the absence of competition, it seems silly that I, as a consumer, have to pay \$12.72 a year so that APS can ensure that it competitively competes in a compliant manner. You should waive any compliance obligation for APS with regard to its residential customers for whom there is no competition. I am not getting anything for the \$12.72 that the Commission's rules are requiring APS to spend and pass the cost on to me.

The Bill identifies a System benefits charge. My understanding is that this is the cost of providing electricity to the needy and others. As such, it appears to be more of a tax than the cost of generating electricity. The Commission should require APS to identify it as such. Perhaps the voters in Arizona will reconsider the value of this program if it is more accurately identified. Likewise, the Environmental benefits surcharge appears to be a state or federal mandate, so it should also be listed among Taxes and fees.

The Bill identifies a Delivery service charge which is proportional to the costs of electricity generated that I used. Since this is a cost that I can influence, it seems to me that it should be included with the line items for the Generation of electricity. If you find the need to be technical, perhaps the line item should reflect the Generation and delivery of electricity. Having this together would reflect a more accurate presentation of electricity costs. By separating it, it makes it seem like my electricity costs are relatively low and that the majority of the bill is for overhead, taxes and miscellaneous matters. The Power supply adjustment should be treated in the same manner as the Delivery service charge.

As a consumer, I would like to see the real costs of having electricity service. I would like a billing statement that clearly identifies the costs that I can control by making changes in my electricity usage. As prepared, the Bill makes it seem that out of a utility bill of approximately \$300, a little more than a third of that cost is for electricity. In reality, more than two thirds of the bill is for electricity, with the remaining charges to a variety of fixed costs and taxes. The billing regime that the Commission has mandated as reflected in the Bill is confusing and provides a false impression of the true costs of residential electricity service in Arizona.

I urge the Commission to consider the recommendations made above.

Very truly yours,
W. Richard Mason
Enclosure
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

08/14/06-I spoke to Mr. Mason this day. Included in his correspondence was a copy of his August, 2006 electric bill from APS. I thanked him for writing the Commission and advised him that I made a copy of his letter and entered into the Consumer Service database. I also advised a copy will placed in the docket as his opinion in the APS rate case. (E-01345A-05-0816).

Customer has my phone number, if needed. CLOSED,
End of Comments

Date Completed: 8/14/2006

Opinion No. 2006 - 54451